

**QUALITY ASSURANCE
Combat Readiness Training Center (CRTC)**

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- 1. Objective.** As prescribed in AFI 38-201, *Determining Manpower Requirements*, this Air National Guard Manpower Standard (ANGMS) quantifies the full-time manpower required to accomplish the tasks described in the work center description for varying levels of workload volume.
 - 2. Authority.** AFMD 3-, 12-, 16-, 19-, 21-, 26-, 43-, and 48-series, and AFI 36-, 38-, and 71-series contain US Air Force and command policy and procedural guidance for the CRTC Quality Assurance work center. This ANGMS has been developed in accordance with procedures contained in AFPAM 38-208V1, *Air Force Management Engineering Program (MEP) Processes*, formerly AFR 25-5, and is the result of a functional review.
 - 3. Applicability.** This standard applies to the CRTCs located at Volk Field ANGB, Camp Douglas, WI; Savannah International Airport, Garden City, GA; and Gulfport-Biloxi Regional Airport, Gulfport, MS.
 - 4. Standard Data:**
 - a. Classification. Type III.
 - b. Approval Date. 20 October 1994.
 - c. Manpower Data Source. Staffing Pattern.
 - d. Standard Manpower Equation. $Y = 2$ (Constant Manpower) (4 systems)
 $Y = 1$ (Constant Manpower) (2 systems)
 - e. Workload Factor. N/A.
 - 5. Application Instructions.** This work center requires constant manpower of two for units with four ACMI systems which consists of the Aircraft Instrumentation Subsystem (AIS), Tracking Instrumentation Subsystem (TIS), Control and Computation Subsystem (CCS), and Display and Debriefing Subsystem (DDS). ACMI locations with two of the four systems require constant manpower of one. No other application instructions apply.
 - 6. Statement of Conditions.** The conditions listed below had no affect on the development of this standard, nor will they affect future applications. Analyses of these levels of service indicate no manpower impact:
 - a. Minimum response rates.
 - b. Minimum manpower levels.
 - c. Standardized crew complements.
 - d. Safety considerations.
 - e. Aircraft turn-around time.
 - f. Length of waiting periods.
 - g. Levels of backlog.
 - h. Hours of operation.

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- 2 Attachments**
1. Work Center Description
2. Standard Manpower Table

WORK CENTER DESCRIPTION**Quality Assurance****DIRECT:****1. INSPECTION PROGRAM:****1.1. PERFORMS AIR COMBAT MANEUVERING INSTRUMENTATION (ACMI) INSPECTION.**

Installs, maintains, inspects, tests, repairs, modifies, and safeguards secure communication system.

1.1.1. INSTALLS AND CHECKS OPERATION OF SECURE AND NONSECURE COMMUNICATION SYSTEM AND CRYPTOGRAPHIC EQUIPMENT:**1.1.1.1. ASSEMBLES, POSITIONS, SECURES, INTERCONNECTS, PROGRAMS, AND ADJUSTS SYSTEM COMPONENT.****1.1.1.2. MEASURES, ADJUSTS, AND OPERATIONALLY TESTS EQUIPMENT AND SYSTEM.****1.2. MAINTAINS, INSPECTS, AND TESTS SECURE AND NONSECURE COMMUNICATION SYSTEM AND CRYPTOGRAPHIC EQUIPMENT:****1.2.1. COORDINATES WITH AGENCY SUCH AS TELEPHONE COMPANY AND CONTRACTOR TO CONDUCT TEST OF SYSTEM COMPONENT AND ASSEMBLY TO ISOLATE FAULT.****1.2.2. REMOVES, REPAIRS, REASSEMBLES, RECONNECTS, AND PERFORMS OPERATIONAL CHECK TO RESTORE SYSTEM TO SERVICEABLE CONDITION.****1.2.3. INSPECTS, CLEANS, AND LUBRICATES EQUIPMENT AND SYSTEM.****1.2.4. TROUBLESHOOTS, ALIGNS, AND ADJUSTS EQUIPMENT AND SYSTEM.****1.2.5. DOCUMENTS MAINTENANCE ACTION ON MAINTENANCE DATA COLLECTION FORM.****1.3. REPAIRS AND MODIFIES SECURE AND NONSECURE COMMUNICATION SYSTEM AND CRYPTOGRAPHIC EQUIPMENT:****1.3.1. ISOLATES, REPAIRS, AND REPLACES FAULTY COMPONENT IN ELECTRONIC, ELECTROMECHANICAL, AND CRYPTOGRAPHIC EQUIPMENT.****1.3.2. REPAIRS SYSTEM AND COMPONENT WHEN ADJUSTMENT OR REPLACEMENT IS NOT SUFFICIENT TO CORRECT MALFUNCTION.****1.3.3. MODIFIES EQUIPMENT AND SYSTEM COMPLYING WITH NATIONAL SECURITY AGENCY INSTRUCTION OR TIME COMPLIANCE TECHNICAL ORDER.****1.4. APPLIES OPERATION AND COMMUNICATION SECURITY AND SAFETY PROGRAM:****1.4.1. IDENTIFIES AND APPLIES OPERATION SECURITY PROCEDURE.****1.4.2. APPLIES COMMUNICATION SECURITY PROGRAM, TO INCLUDE PHYSICAL, CRYPTOGRAPHIC, TRANSMISSION, AND EMISSION SECURITY.**

1.4.3. ENFORCES SAFETY STANDARD AND REGULATION.

1.5. SUPERVISES COMMUNICATION SYSTEM MAINTENANCE ACTIVITY:

1.5.1. PLANS, SCHEDULES, AND IMPLEMENTS INSTALLATION AND REPAIR OF SECURE AND NONSECURE COMMUNICATION SYSTEM.

1.5.2. ESTABLISHES REQUIREMENT FOR TOOL, EQUIPMENT, AND TECHNICAL DOCUMENT.

1.5.3. ESTABLISHES WORK STANDARD, METHOD, AND CONTROL FOR FUNCTION SUCH AS PERIODIC INSPECTION, OPERATIONAL TESTING, AND COMPONENT REPAIR.

1.6. DEVELOPS AND IMPLEMENTS A QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) FOR ACMI CONTRACTOR SERVICE:

1.6.1. PLANS INSPECTION TIME TO INTERFACE WITH THE CONTRACTOR'S SCHEDULE OF WORK.

1.6.2. PREPARES INSPECTION SCHEDULE FOR RANDOM SAMPLING AND PERIODIC CHECK FOR ITEM TO BE INSPECTED AT SPECIFIC TIME.

1.6.3. PERFORMS RANDOM SAMPLING SURVEILLANCE AT PRESCHEDULED TIME.

1.6.4. ENSURES A COMPLETE AUDIT TRAIL OF INSPECTION:

1.6.4.1. MAKES CHANGE TO MONTHLY SCHEDULE IN ADVANCE.

1.6.4.2. COMPLETES THE AUDIT/INSPECTION REPORT ON A WEEKLY BASIS.

1.6.5. DOCUMENTS AND FULLY EXPLAINS CHANGE ON THE REPORT.

1.6.6. DEVELOPS REDUCED INSPECTION SCHEDULE IN ACCORDANCE WITH GUIDANCE AND REQUIREMENT SPECIFIED IN THE QASP.

1.7. PERFORMS INSPECTION:

1.7.1. REVIEWS MANAGEMENT INFORMATION SYSTEM REPORT SURVEILLANCE CHECKLIST.

1.7.2. PERFORMS OBJECTIVE SURVEILLANCE OF ACMI CONTRACTOR PERFORMANCE.

1.7.3. DETERMINES ACCEPTABILITY OF CONTRACTOR PERFORMANCE. Uses the performance requirements summary and acceptable quality levels identified to determine acceptability of contractor performance.

1.7.4. ASSURES PROPER ASSESSMENT OF ACMI CONTRACTOR PERFORMANCE AND ADOPTION OF PRESCRIBED GUIDELINE. Applies technical working knowledge of acceptable trade practice in analog and digital computer, digital microwave system, electrical system, and aircraft loading procedure to assure proper assessment of ACMI contractor performance and adoption of prescribed guideline.

1.7.5. MONITORS CONTRACTOR COMPLIANCE AND USE OF APPROVED TECHNICAL DATA, COMPLETION OF CONTRACT DATA REQUIREMENT LIST ITEM, SECURITY AND SAFETY PROGRAM, EQUIPMENT AND SOFTWARE CONFIGURATION CONTROL PROCEDURE, SUPPLY PRACTICE AND DISCIPLINE, CONDITION OF GOVERNMENT FURNISHED EQUIPMENT, AND

OTHER CONTRACTOR RESPONSIBILITY UNDER THE PERFORMANCE WORK STATEMENT (PWS).

1.7.6. SUMMARIZES RESULT OF THE CONTRACTOR PERFORMANCE EVALUATION AND CALCULATES THE PERFORMANCE RATING (PR). The PR will be compared to the minimum performance level to recommend payment deduction as required.

1.7.6.1. REPORTS THE RESULT AND RECOMMENDATION TO THE CQAE, ADMINISTRATIVE CONTRACTING OFFICER, AND FUNCTIONAL AREA CHIEF.

1.7.6.2. ANNOTATES EACH CHECKLIST AND ADVISES THE CONTRACTOR REPRESENTATIVE THAT CORRECTIVE ACTION IS REQUIRED WHEN UNACCEPTABLE PERFORMANCE IS OBSERVED OR CUSTOMER COMPLAINT IS VALIDATED.

1.7.6.3. REVIEWS DEFECTIVE SERVICE/PERFORMANCE TO DETERMINE ADEQUACY OR CORRECTIVE ACTION.

2. PROVIDES CQAE WITH COPY OF MONTHLY SURVEILLANCE SCHEDULE, COPY OF SCHEDULE CHANGE WITH DETAILED REASON FOR CHANGE, COMPLAINT FORM, AND OTHER CHECKLIST. Initiates and submits contract discrepancy report to CQAE when the contractor's performance is unacceptable.

3. ASSURES CURRENCY OF THE PWS AND CHECKLIST FOR THE ACMI OPERATION AND MAINTENANCE (O&M) CONTRACT. Reviews PWS and checklist periodically and amends/revises as necessary.

4. PARTICIPATES IN ACMI MEETING/CONFERENCE.

5. EVALUATES COMPUTER GENERATED PRODUCT FROM THE CONTRACTOR'S MANAGEMENT INFORMATION SYSTEM AND ACMI SYSTEM WATCH DOG DATA TO DETERMINE QUALITY OF ACMI SYSTEM OPERATION.

6. PERFORMS QUALITY ASSURANCE SURVEILLANCE OF CONTRACTOR ACMI POD SHOP AND POD HANDLING (LOADING AND UNLOADING).

7. OVERSEES ANNUAL UNDERWATER INSPECTION OF ACMI OCEAN TOWER BY A DESIGNATED THIRD PARTY WITH SUPPORT OF THE O&M CONTRACTOR.

8. PERFORMS TECHNICAL INSPECTION AND QUALITY ASSURANCE SURVEILLANCE OF CONTRACTOR OPERATION AND MAINTENANCE OF GOVERNMENT OWNED WATERCRAFT.

9. TRACKS CONTRACT INTERNAL FUND AND ADVISES APPROVAL/DISAPPROVAL OF OVER/ABOVE AND OVERTIME EXPENDITURE. Reviews monthly invoice for accuracy and prepares authorization of payment.

INDIRECT: Indirect work involves those tasks that are not readily identifiable with the work center's specific product or service. The major categories of standard indirect work are Supervision, Administration, Meetings, Training, Supply, Equipment Maintenance, and Cleanup. See AFMS 00AA for the standard indirect description.

STANDARD MANPOWER TABLE											
WORK CENTER/FAC			APPLICABILITY MAN-HOUR RANGE								
Quality Assurance/4704TC			Constant Manpower								
AIR FORCE SPECIALTY TITLE	AFSC	GRADE	MANPOWER REQUIREMENT								
Elect Comp & Swg Sys/ or Ops Resource Mgt	2E2X1 1C0X2	AGR	1	2							
TOTAL			1	2							
AIR FORCE SPECIALTY TITLE	AFSC	GRADE	MANPOWER REQUIREMENT								
TOTAL											